

“What Do You Mean I Have To Pay For That?!” (Uncovering Those “Hidden Costs”)

After listening to occasional bouts of grouching concerning the so-called “Hidden Costs” not included in the basic rental fee, we decided some straightforward help was in order. It's just one of those pesky realities that not all of the services a Licensee needs can be included in the rental fee. It's an unmistakable fact—there will be charges billed to you as part of your final invoice that you'll need to plan for now.

You may wonder why we charge for these services in addition to what's covered by your rental fee. In fact, there are **two perfectly good reasons** for this:

- We try to keep the basic rental rate as low as possible for the widest range of event sizes and types and still cover **most** costs;
- Events differ widely in their needs for these services, and increasing the rent to help recover the labor costs would place undue cost burdens on those events requiring fewer services.

Thus, we can most reasonably assure that actual costs relate directly to services needs by separating such variable costs and billing for them in proportion to their use.

In order to help you plan your budget so there are fewer surprises, ask the Center staff to prepare an estimate for each of the services you plan to use. You'll need to provide sufficient information so estimates will be accurate. By working closely with our event staff, you'll minimize any surprises.

The information on the next few pages is intended to help you plan and budget for each of these services. Please understand that these rates are per hour, per person and are subject to change as fiscal conditions warrant. We suggest that you consult with our event staff before establishing final budgets.



Room Sets and Changeovers

This is one topic that we'd like you to read carefully—

We provide your initial set-up at no charge, as long as we receive your set requirements in final form at least two weeks prior to your event date. However, you will be charged labor costs for any changes to these initial set-ups.

If we do not receive this information on time, or if substantial changes are required after we have scheduled out labor, you will be charged for the labor at the prevailing rate to set and/or change these areas.

Sound Systems/Audio Visual Equipment

In planning for your audio visual needs, you'll work with Operations staff ahead of time to arrange all needs on the day of your event. Staff will be happy to discuss your requirements and will provide a list of items necessary for your specific event needs. Prices for individual equipment required are provided on the "extra fees" form in your information packet.

We ask that if you are doing any type of presentation (or a presenter) you arrange a time prior to your event date to test all equipment. It's embarrassing when you're standing in front of a room full of people and your presentation doesn't work. Please know how to set up and format your own equipment as we do not have on site audio visual staff to help fix your problems. Most issues can be worked out ahead of time so make sure to test your presentation. You are welcome to burn a CD or save presentations on a flash drive so there is no need for you to bring in a laptop.

For large meetings that utilize lighting, large-scale video and sound reinforcement or for a theatrical presentation you will need to secure the services of an outside audio visual company. In this case prior arrangements must be made with facility staff.

Bulk Trash Removal

When extraordinary trash needs occur, you will be billed for pickups not on our normal schedule. For removal of all compactors and debris boxes, we will pass on to you the charges that we incur. Trash removal is not a profit center for us. We charge you exactly what the service costs us. These charges include use of compactors for normal trash and debris boxes for oversized or non-compactable items.

Security

Because your safety is our first priority, security is required to be present at all events that serve alcohol. Some non-liquor events, as determined by Center staff, may also be required to have security on site during their function. Center staff will schedule off duty Maricopa County Sheriff Officers for all events; times, number of officers and rates are set by MCSO and cannot be deviated.

Equipment Inventory

Most of our equipment inventory is provided for your use at no charge. This includes banquet, classroom and buffet tables, chairs, podium and wired microphone. If your needs exceed our available inventory we will be happy to provide you with a list of outside vendors so you can arrange for the rental of additional equipment.

Available equipment is outlined in the inventory list below. This list represents our inventory and is kept as current as possible. We can provide only the items shown on this list. However, please understand that if your meeting runs concurrent with other events, equipment is set up on a first request basis so some items may not be available.

60" Round Banquet Tables	49		48" Round Tables	2
72" Round Banquet Tables	10		Large Screen 8'x10'	1
6'x30" Buffet Tables	55		Small Screen 6'x4'	2
5'x23" Classrooms Tables	50		50" Plasma TV	2
Handicap Podium	1		DVD Player	2
Regular Podium	2		Easel	6
Staging 6'x8' sections	10		Padded Ballroom Chairs	450
Dance Floor 3'x3' sq	64		Video Projector	2
Wireless Microphone	2		Lapel Microphone	1
Standing Microphone	3		Mixing Board	2
Grand Piano	1		Upright Piano	1
Table Top Podium	2		Portable Bar	2
American Flag	3		State Flag	3
AV Cart	1		Portable White Board	1

Facility Overtime Charges

Standard operating hours for the Center are 8:00 am to 11:00 pm, although arrangements for activities outside of these hours may be approved. Times earlier or later than the standard building hours are subject to overtime charges. The time specified on your contract includes all set-up, clean-up and event times. Additional time outside of the original contract will be billed at the appropriate hourly rate.

We schedule our staff to cover the contracted operating hours; we will be happy to cover additional hours but need to be notified well in advance if additional labor is required. Please keep in mind that last minute requests for time changes may not be possible.

Extra Cleaning Fees

You are responsible for all clean up. Licensee must designate someone to check out with the Manager On Duty before leaving the building in order to receive your full damage deposit.

Following the close of your event, all decorations and trash must be removed and placed into the dumpster located behind the Center. Any decorations or trash remaining from the event on floors or tables will be removed by the Center staff at the prevailing labor rate.

A Cleaning Agreement detailing how the facility needs to look when you exit will be sent to you. It is suggested that you give a copy of the cleaning information to anyone who is helping you clean up after the event ends.

One common occurrence resulting in an extra charge is wedding cake on the carpet. Please pay special attention when cutting and serving the cake as this often requires staff to steam clean the area after the event is over. When this takes place an extra cleaning fee will be billed to you at the hourly rate.

Damage to furnishings, walls, floors, windows or any other surface due to decorations will be charged to your event.

Bar Service

You are required to give the Center staff a guarantee on the number of guests expected at your event no later than one month prior to the event date. If you have a hosted bar and more than the guaranteed number of guests arrive on the day of your event you will be charged the difference.